

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Department of Consumer and Regulatory Affairs**

**Administrative Issuance System**

**DCRA Bulletin No. 5-01A-09**

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**SUBJECT:** Accessing Language Line Services

**EFFECTIVE DATE:** February 11, 2009

**PURPOSE AND AUTHORITY:**

This DCRA bulletin applies to all DCRA employees who regularly interact, provide service, or perform outreach to residents or business owners of the District of Columbia. The bulletin is issued under the authority of the Agency Director.

This DCRA Bulletin is issued to outline the purpose, process and procedure for accessing the Language Line translation services while in the field for an investigation, inspection or any other interaction with non-English or Limited-English speaking customers within the DCRA customer service centers including: the Business License Center, Occupational and Professional Licensing Administration, Permit Center, Homeowner's Center, Office of the Zoning Administrator, Surveyor's Office. As an agency of the Government of the District of Columbia, the Department of Consumer and Regulatory Affairs must adhere to the D.C. Language Access Act of 2004 as enacted on April 21, 2004. The purpose of the Act is to provide greater access and participation in public services, programs, and activities for constituents of the District with limited- or no-English proficiency (LEP/NEP). However, the Act's inherent purpose is to provide equal access and participation to such services for LEP and NEP residents of the District.

**SCOPE:**

- All current DCRA employees including part-time, temporary and term employees are required to adhere to this bulletin.
- Contract workers, who are employees of a vendor under a DCRA contract to provide regular ongoing operational DCRA services, are also required to adhere to this bulletin.

**PROVISIONS:**

**I. For Field Personnel**

Anytime an employee from DCRA while in the field comes in contact with a customer they believe does not speak English, they should contact the Language Line using their government-issued cell phone. You will be given a laminated Remote Language Line Access card which you are required to have with you at all times while in the field. The following procedures should be used to access Language Line services while in the field:

1. Dial 1-800-367-9559
2. Put Cell Phone on Speaker
3. Enter DCRA ID: 5-1-1-1-0-0
4. Press 1 for Spanish
5. Press 2 for All Other Languages
6. Tell Interpreter Situation
7. Begin Conversation

## **II. For Internal Office Personnel**

Anytime an employee from DCRA comes in contact with a customer they believe does not speak English, while servicing a customer in-person, they should contact the Language Line using their government desk phone. You will be given a laminated Remote Language Line Access card which you are required to have with you at all times. The following procedures should be used to access Language Line services from the desk, counter, or customer service center:

1. Dial 1-800-367-9559
2. Put Desk Phone on Speaker
3. Enter DCRA ID: 5-1-1-1-0-0
4. Press 1 for Spanish
5. Press 2 for All Other Languages
6. Tell Interpreter Situation
7. Begin Conversation

## **III. For all Personnel: Instructions for receiving calls**

Anytime an employee from DCRA receives a call from a Limited-English speaking customer, the following procedures should be used to access Language Line services while servicing the customer over the phone:

1. Use Conference Hold to place the Limited-English speaker on hold.
2. Dial 1 (800) 874-9426
3. Enter DCRA ID: 5-1-1-0-2-8
4. Press 1 for Spanish
5. Press 2 for All Other Languages
6. Tell Interpreter Situation
7. Add the non-English speaker to the line
8. Begin Conversation

***NOTE:** DAIS Bulletins are strictly procedural in nature and have direct applicability only to DCRA employees under the authority of the Director*

**INQUIRIES:** DCRA, Communications Manager – 202-442-4513

**DISTRIBUTION:** Director, Deputy Directors, Program Managers, Division Chiefs, and DCRA employees

**BULLETIN EXPIRES:** Upon notification

When placing a call to a non-English speaker, begin at Step 2.

If you need assistance when placing a call to a non-English speaker, you may press 0 to transfer to a representative at the beginning of the call.

### **Photo of Language Line Support Card**

**INSPECTIONS DIVISION**  
**Remote Language Line Support**

- 1. Dial 1-800-367-9559**
- 2. Put Cell Phone on Speaker**
- 3. Enter DCRA ID: 5-1-1-1-0-0**
- 4. Press 1 for Spanish**
- 5. Press 2 for All Other Languages**
- 6. Tell Interpreter Situation**
- 7. Begin Conversation**

**LANGUAGE ACCESS TIPS**

- Do not ask another family member to translate for home/business owner.
- Speak in brief, simple sentences rather than long, compound or complex sentences.

(more on back)

### **IV. Language Access Tips**

- Please do not ask another family member to translate for the home/business owner.
- Speak in brief, simple sentences rather than long compound or complex sentences.
- When in doubt, use the Language Line.
- If you do not know the language being spoken, the operator will be able to assist you.
- Never make guesses or assumptions about the language that is spoken.
- Never tell a customer that you only speak or understand English, unless you are specifically asked.
- Never indicate, verbally or in writing, that a customer must speak English in order to get service.
- Never raise your voice.
- Always be patient.
- Never become physically confrontational, even if unintended.
- Do not use agency jargon or abbreviations.
- Do not ask “either/or” questions; pose two questions instead.
- Show mutual respect for every customer who seeks assistance or services from you.

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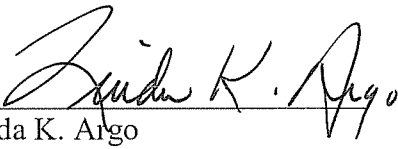
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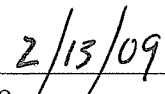
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If you use Language Line services while in the field, you must include the preferred language of the customer in any and all reports.

For more information or clarification, contact the DCRA Communications Manager and Language Access Coordinator, Michael Rupert, at (202) 442-4513.

  
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Linda K. Argo  
Director

  
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Date

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